



DETERMINE A TARGET OCCUPANCY MATRIX INCLUDING A TARGET  
OCCUPANCY FOR EACH AGENT OF THE AGENTS OF THE AUTOMATIC  
CALL DISTRIBUTOR FOR EACH CALL TYPE OF THE PLURALITY OF  
CALL TYPES

PROCESS A CALL OF A FIRST TYPE OF THE TYPES DETERMINED IN  
THE TARGET OCCUPANCY MATRIX

ASSIGN THE CALL TO AN AGENT OF THE AGENTS OF THE AUTOMATIC  
CALL DISTRIBUTOR WITH A LARGEST RELATIVE DIFFERENCE BETWEEN  
AN ACTUAL OCCUPANCY OF CALLS OF THE FIRST TYPE HANDLED BY  
THE AGENT AND THE TARGET OCCUPANCY OF CALLS OF THE FIRST  
TYPE DETERMINED FOR THE AGENT IN THE TARGET OCCUPANCY  
MATRIX.

FIG. 3

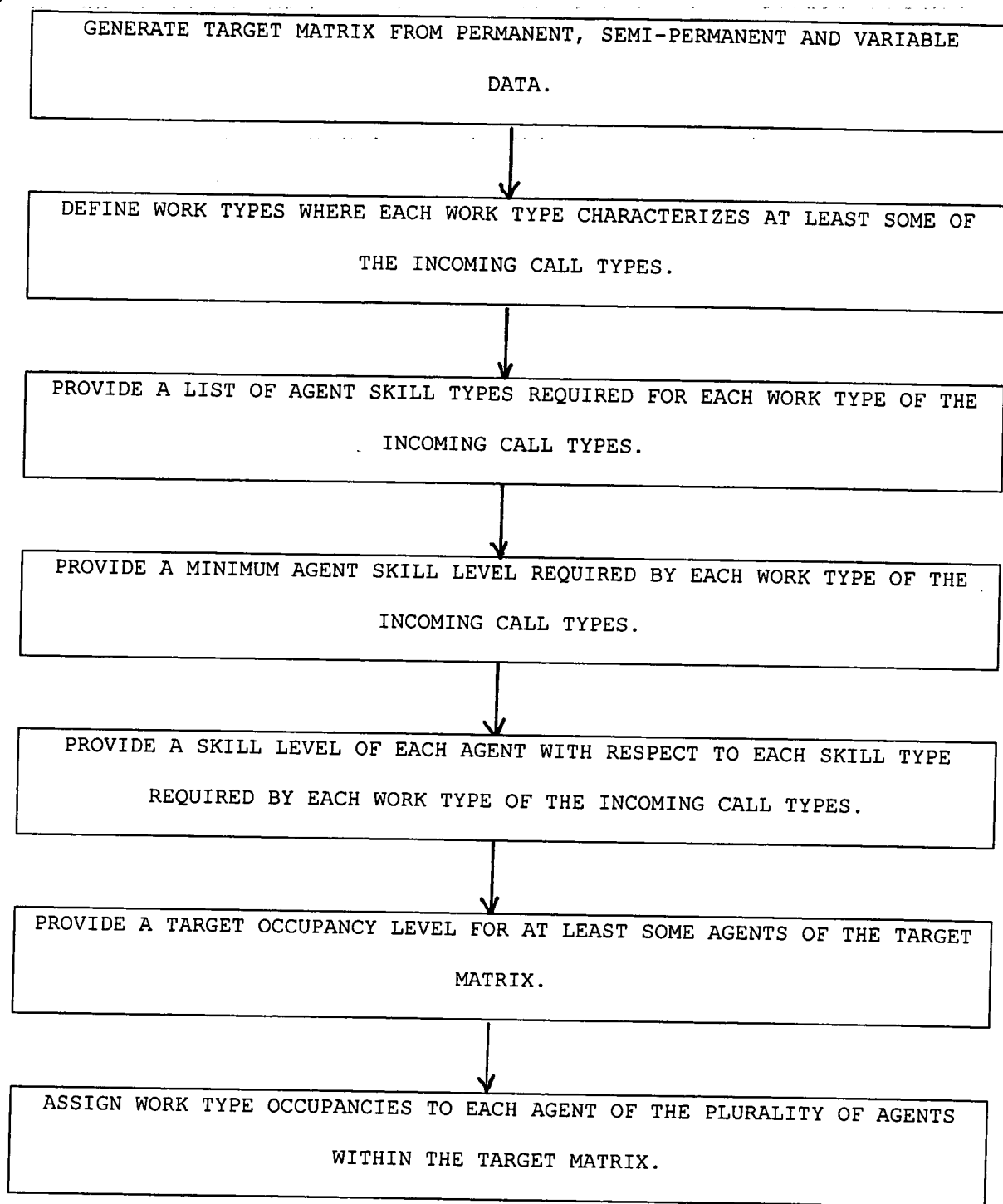


FIG. 4

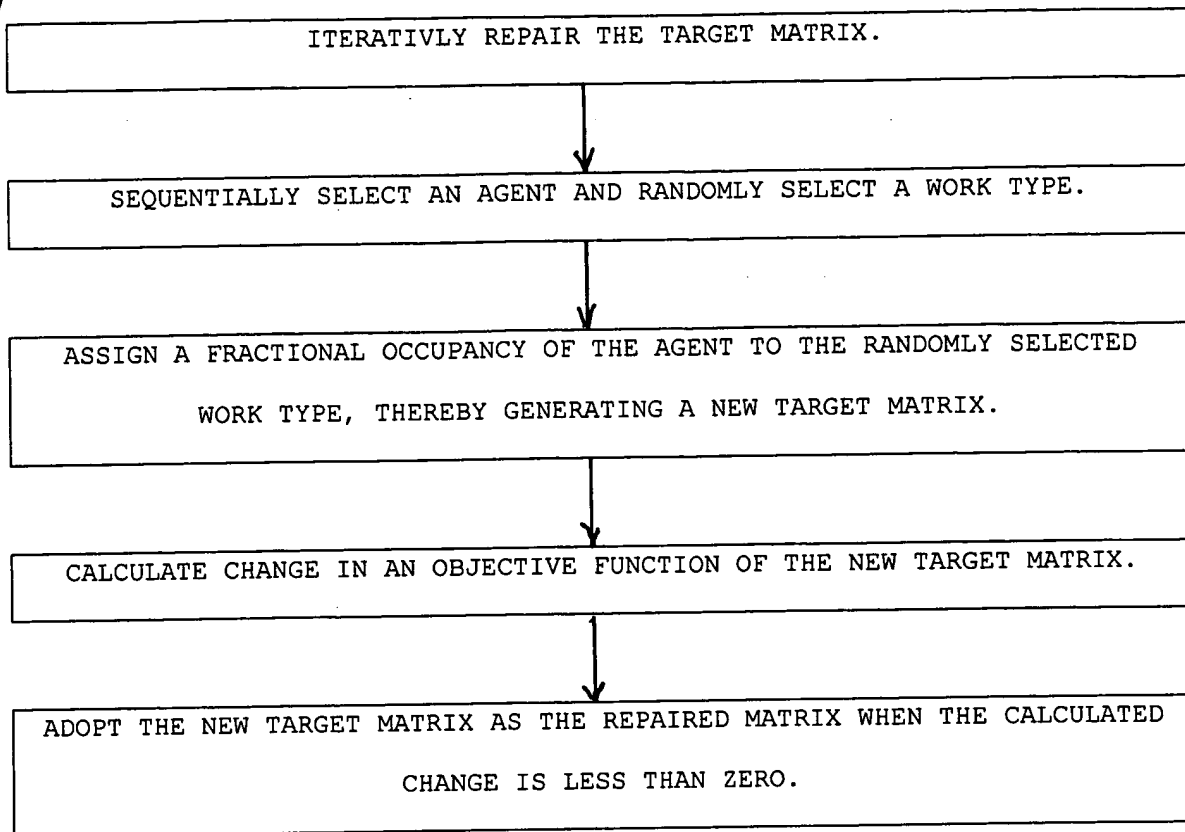


FIG. 5